

Candidate Information

Position:	Admissions Officer
School/Department:	Global Marketing, Recruitment and Admissions
Reference:	23/111066
Closing Date:	Monday 24 July 2023
Salary:	£36,333 - £43,155 per annum
Anticipated Interview Date:	Tuesday 8 August 2023
Duration:	Permanent - Full Time

JOB PURPOSE:

To contribute to the provision of a quality centralised admissions service to prospective students (pre and post application), University Faculties, Schools and other internal and external stakeholders and to associated activity, all of which is critical to the delivery of the University's recruitment targets.

This vacancy will be based in Postgraduate/and Undergraduate (Home and EU) Admissions team.

However, staff are expected to work flexibly across the service and may also have specific responsibilities for International admissions work at critical stages of the application cycle.

MAJOR DUTIES:

1. Responsibility for providing advice and guidance on the processes and procedures governing the admission of postgraduate and undergraduate students to the University and make recommendations in relation to the determination of admissions criteria for a range of courses to ensure that the University's overall objectives are met in terms of numbers and quality.
2. Responsibility for making autonomous decisions on standard/non-standard Home and EU Postgraduate and/or Undergraduate applications, ensuring accuracy and consistency in the application of admissions criteria and compliance with all relevant codes of practice and legislation. This will require a sound understanding of admissions procedures and systems to carry out detailed analysis to help assess situations and facilitate resolution of problems. The postholder may also be required to assist the International Admissions team as directed by senior staff.
3. Responsibility for administering the admissions process governing the admission of postgraduate and undergraduate students. This will involve assisting with submission of applications, and the issuing of official admissions letters and documentation for immigration purposes (as required). Also to act in a quality assurance role to ensure the consistency and accuracy of decisions input by Schools.
4. Carry out fee status assessments for applicants in assigned subject areas, according to relevant legislation and UKCISA guidelines.
5. Where applicable, assess and check applicants' eligibility for Confirmation of Acceptance for Studies (CAS) and contribute to the CAS issuing process in line with UKVI regulations and requirements.
6. Provide qualification assessments in respect of Home and EU postgraduate research applications for assigned Schools, and for PGT applications for programmes which are not part of the centralised decision-making process.
7. Produce and analyse statistical and other information to identify trends and provide advice on assessing complex issues, which may impact on University-wide objectives. This is used to inform management action in the short, medium and longer term, and to improve competitiveness and responsiveness in rapidly changing market conditions.
8. Liaise closely with academic and other colleagues and external schools and colleges, to ensure delivery of a high quality admissions service, and to build relationships with internal and external stakeholders.
9. Establish and maintain records to support future decision-making and to meet internal and external requirements. Contribute to annual review of current EU/International qualifications comparability guidance.

10. Provision of specialist advice and guidance, on an individual basis to support prospective students, academics and other Faculty/School staff, and careers advisers/other staff in schools and colleges, at various stages of the application process and throughout the admissions cycle. Involvement in events for applicants, schools and colleges, including presentations, and preparation of material for internal and external publications and websites to assist in marketing of the University and recruitment of well-qualified students.
11. Assist with the monitoring of the quality of the service and be pro-active in initiating, designing and implementing improvements. This will include enhancements to the undergraduate paperlight UCAS online admissions system and the postgraduate Direct Applications Portal (DAP).
12. Keep up-to-date with developments relating to admissions to improve knowledge base.
13. Contribute to the overall work of the office and deliver own work on schedule to maximise service quality, efficiency and continuity.
14. Service or have membership of relevant committees/working groups and participate in projects which contribute to the review and development of policies, practices and systems, ensuring compliance with internal and external requirements.
15. Such other duties as required which fall within the general remit of the post and are in line with future developments of the service. Deputise for Admissions Manager and provide cover for other Admissions Officers as necessary.

ESSENTIAL CRITERIA:

1. Honours degree (or equivalent qualification) in any subject OR Substantial relevant experience in a similar role that will demonstrate all experience outlined below.
2. Significant experience in an education, business or office environment including:
 - Extensive responsibility for making autonomous decisions at an appropriate level requiring the accurate application of complex criteria, policies, procedures and regulations.
 - Experience of working directly with internal and external customers, providing a high level of service.
 - Evidence of handling non-standard and difficult cases/situations to meet objectives using specialist knowledge together with problem solving skills.
 - Evidence of development and delivery of improvements to processes and procedures.
 - Experience of working towards and being measured against targets.
 - Use of a wide range of IT packages.
3. Demonstrated ability to acquire and apply an extensive level of detailed knowledge and understanding.
4. Strong communication skills, both oral and written.
5. Evidence of ability to exercise initiative and use of independent judgement.
6. Ability to manage own caseload effectively; to work as part of a team and also under pressure.
7. Strong interpersonal skills.
8. Willingness to embrace change.
9. There will be a requirement at certain times to work irregular hours, including evenings and weekends. In addition, annual leave may be restricted during peak periods and cannot normally be taken between receipt of A-level results in August and the start of the academic year in September.

DESIRABLE CRITERIA:

1. Relevant postgraduate qualification.
2. Experience in an educational environment, which has included provision of professional advice and guidance to pupils/students, preferably in relation to career or degree choice.
3. Understanding of relevant policies, procedures, regulations, codes of practice and legislation, which impact on HE admissions (national and/or international).
4. Demonstrable up-to-date knowledge of secondary and tertiary qualifications (national and/or international).
5. Experience of committee membership and/or servicing.
6. Experience of report writing and development of policies in the working environment.
7. Experience of producing and analysing statistical information.
8. Project development skills.